

trixbox Pro Call Center Edition (CCE) Lifetime License



Product Name: trixbox Pro Call Center Edition (CCE) Lifetime License

Manufacturer: -

Model Number: -

Availability: Contact Us for Availability

Recommended Deployment: Call center w/ 2 - 200 agents

trixbox Pro CCE builds on the powerful features of both Standard and Enterprise Edition by adding advanced call center capabilities at an unbelievably low price. Designed for companies with 2 - 200 agents, Call Center Edition adds robust ACD and IVR capabilities with unlimited queues, skills-based routing, real-time queue statistics, graphical reports, web-based recording access, and more. trixbox Pro CCE comes with HUD Pro, which brings advanced agent capabilities such as on-the-fly recording, call barge, call monitor, CRM integration, and one-touch agent login.

Hybrid-hosted The Best of Both Worlds!

trixbox Pro is built on a unique patent-pending architecture that has the reliability of premise, but the flexibility of hosted, therefore "hybrid-hosted". Like a hosted solution, you get free VoIP calling, easy telecommuters, anywhere management, and monitoring. But, like a premise solution, you also get rock-solid PSTN connectivity, advanced premise-style features (hosted usually lags years behind), and complete call privacy.

Secure Local Data

Because trixbox Pro starts at the premise, it continues to receive and make calls if your Internet connection goes down. Your data is also 100% private because your voice traffic, voicemails, and recordings are only stored at your premise. Our hybrid-hosted architecture communicates with your trixbox Pro server via a VPN connection which means that you don't need to open any firewall ports!

Hybrid-Hosted Benefits

- Multi-office Management via Admin Portal
- Web-based User Portal
- System Monitoring
- Moves, Adds, Changes, and Deletes (MACDs) Management
- Automatic Software Updates
- Zero-Configuration Teleworker Functionality
- Report Generation

Web-based Management Portal

Our trixbox Data Center maintains a highly available cluster of Web servers that allow all administrative and user interfaces to be accessible from anywhere at anytime through any Web browser. In contrast, a locally hosted management portal would require that you allow external Web access to your system, which may compromise the security of your internal network. [control panel screenshots]

System Monitoring

You can sleep knowing that we continually monitor the health of your local trixbox Pro server for:

- RAID drive failure notification
- PBX software errors
- Critical services failures
- Disk space overcapacity

When a critical error is detected, our monitoring system tries first to repair and restart the service. When this is not possible our system will automatically generate a support ticket to trixbox's 24-hour support center for remedial action. [support plan info]

Moves, Adds, Changes, and Deletes Management

Every move, add, change, or deletion (MACD) made through the Web-based Control Panel first updates the trixbox Pro Data Center and is then pushed to the local server. Maintaining a

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real-time image of each local system configuration allows your system to be rebuilt and recovered rapidly if necessary.

Automatic Software Updates

Our hybrid-hosted architecture allows for the consistent, real-time display of the status of software versions installed at each site. Software updates are transparently sent to the local server during low-load times. Core upgrades are initiated by you and non-critical items show up automatically. This means we can add features and improve scale while you sleep!

Zero-Configuration Teleworker - patent-pending!

Because of the hybrid-hosted architecture, telecommuters and remote workers can be supported with zero-configuration required. The trixbox Data Center gathers the public IP address of the local trixbox Pro Server so that it can be used by remote IP phones to enable a simple registration process. Combined with DMZ/Host Server firewall settings, this virtually eliminates problems that usually occur in supporting IP phones for remote telecommuters, while protecting the security of your organization's internal systems.

Report Generation

trixbox Pro has an extensive call data reports (CDR) system where call reports are generated at our Data Center (via the hosted interface). This allows your local premise server to focus on call processing and avoid the CPU spikes often associated with running large local database queries. Of course, all of your original call details are kept intact at your premise (in case you want to use a third-party reporting engine).

TrixBox Pro Comparison Table

Features

SE w/HUDlite

EE w/HUD Pro

CCE w/HUD Pro

FREE!

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Auto-Attendant (IVR)

Outlook Integration

Unlimited Extensions**

CRM Integration

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Voicemail

Voicemail-to-Email

Hot Desk

Music-on-Hold

Scheduler

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Custom CTI (AGI)

Analog & IP Phones

Ring-All (Blast Group)

Call Forwarding

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Name Directory

DIDs

VoIP-Ready

1 acct

2 accts

unlim.

PSTN Fallback

(patent-pending) Telecommuters

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Branch Office Support

Web-based Control Panel

Powerful Reporting

Re-Brandable Interface

co

full

full

Conference Bridge

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-

Extension Groups

-

Routing by DIDs

-

Paging / Zone Paging

-

Intercom / Zone Intercom

-

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Voicemail Groups

-

Advanced Call Forwarding

-

Call Return

-

Call Out

-

Report Exporting (.csv)

-

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Custom Caller IDs

-

IVR Authentication

-

SMS/Pager Voicemail Notify

-

Upload Voice Prompts

-

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Alerts & Notifications

-

Trunks Status Pages

-

Real-Time System Graphs

-

Historical System Graphs

-

Unlimited Call Queues**

-

-

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Full Featured A.C.D.

-

-

Skills-based Routing

-

-

Graphical Queue Reports

-

-

Agent Call Recording

-

-

Agent Variable Log-off

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-

-

Agents on Cell Phones

-

-

Agents Shared across Sites

-

-

Real-Time Queue Stats

-

-

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HUD

Operator Panel (w/ BLF) ***

Call Parking Area

Drag & Drop Call Call Control

Color-Coded Call Status

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Drag & Drop to Voicemail

Extension Sorting

Enterprise Instant Messaging

Outlook Integration

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Presence Management

Click-to-Call Mobile Phones

Click-to-Email

Desktop Alerts

Interactive Desktop Alerts

-

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On-the-Fly Recording

-

Group & User Permissions

-

Extension Grouping

-

Extension Search

-

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Extension Search - QuickMenu

-

Shortcuts (Hotkeys)

-

Queue Status

-

-

Agent Login/Logout

-

-

Call Barging (active)

-

-

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Call Monitoring (passive)

-

-

Web Access to Recordings

-

-

Advanced CRM Integration

-

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** Unlimited configuration, hardware platform may impose operational constraints *** The Operator Panel feature requires i) a phone with BLF capability and ii) a phone that is natively supported by Asterisk.

Please Enquire

Options available for trixbox Pro Call Center Edition (CCE) Lifetime License :

Trixbox Software

Trixbox Pro Softphone Software (+£25.00), - Not Required -.

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Set-up Fee

One Time Set-up Fee (+£49.00), - Not Required -.